

Endoscopy Services

Patient Feedback 2020

Feedback from our service users is important to us

Things we are doing well:

A friendly, professional service that inspires confidence and puts you at ease. Excellent service in extremely difficult times.

The whole endoscopy team appear to work seamlessly together, creating a relaxed and pleasant atmosphere. The communication between staff appears excellent and they all smile a lot (which helps tremendously). The unit is bright, clean and despite COVID I felt extremely safe during my time there.

Everyone was so caring. A very good team.

The team made sure we are happy and feel good. They are excellent at the job they are doing and you should be very proud of them.

Areas for Improvement:

It would have been nice to have an explanation during my wait of an hour prior to procedure.

I would have appreciated more regular updates from nurses on reason for delay.

I waited over an hour for the colonoscopy. I am not a particularly nervous person but that didn't help.

My appointment was for 10:30, the actual procedure did not commence until 12:15. It was a bit stressful having to wait so long

Actions:

Feedback has been shared with the nursing team to ensure regular updates are provided.

We are implementing a system to ensure patients are informed of any unexpected delays resulting in an increase to waiting times.

An audit of reasons for delays will be undertaken.

Safe & Effective | Kind & Caring | Exceeding Expectation

